Training: A Model for Current, New, and Future Employees

Presented by: Manatee County School District
Bradenton, Florida

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Purpose of Manatee Co. Training

• To provide the resources

• Processes to help train current managers and workers

• Provide consistent thorough training for all new employees

• Allow for the accountability of all training
Identifying Training Needs

1. Exploration

2. Letting Go Exercise

3. In small groups we completed our “Training Program Worksheet”
Training Program Worksheet

New Manager

<table>
<thead>
<tr>
<th><strong>Format:</strong> The way we communicate our training</th>
<th><strong>Delivery:</strong> The setting in which we train</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Content:</strong> The message we are communicating</td>
<td><strong>Tools:</strong> The things we use to help us communicate our training</td>
</tr>
</tbody>
</table>

**Accountability:** The way we ensure training is being done and is successful
## Training Program Overview

<table>
<thead>
<tr>
<th>New Employee</th>
<th>New Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation 1 hour</td>
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</tr>
<tr>
<td>Training Trax for each learned task</td>
<td>Training Tracker checklist to mark completed training</td>
</tr>
<tr>
<td>30 day evaluation</td>
<td>Training Trax for each learned task</td>
</tr>
<tr>
<td>30 day Q &amp;A session</td>
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Training Program Overview

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<tr>
<th><strong>Current Employee</strong></th>
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<tr>
<td>Training Trax for each new task</td>
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<tr>
<td>End of year evaluation</td>
<td>End of year evaluation</td>
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</tbody>
</table>
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Training Program Overview

**Sub Employee**

Quarterly

1 hour spent with trainer / specialist

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**Designee/Assist Mgr.**

Training Tracker checklist to mark completed training

Training Trax for each new task

End year of evaluation
Culinary Techniques

Accomplishments

- Used extensively as reference materials
- Helped with training and cross training
- Set district wide procedural standards for production
- Raised the level of quality in all areas of production
- Allowed procedures to be discussed and questioned
- Saved time and money in training, processes, waste, and accidents
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Staff Development

• To help managers conduct mini in-services each month

• The workshops are designed to help each manager create healthy discussions on a variety of topics

• Each workshop is setup in four parts using the “Fish Philosophy”
  • Be There – The text and information. It can be read or used in a lesson plan
  • Play – A quick ice breaker, puzzle, or other fun exercise
  • Make Their Day – The group discussion based on the text and information
  • Choose Your Attitude – The wrap up where prewritten questions are asked and discussed, as well as allowing staff members to ask questions on their own
Training Program

- The training program has enabled managers and specialists to train new employees quicker and in a more complete and thorough manner. The program has allowed faster and more comprehensive training of current employees.

- The number of hours used to retrain has decreased

- The number of accidents due to a lack of training has decreased

- The program has increased productivity, competency, and confidence in jobs
Staff Development

- Staff development has allowed for continual development in a relaxed, fun way on a variety of topics like Customer Service, Food Quality, and Leadership to name a few.

- This has been achieved during the staffs regular workday thus saving more than a 1000 hours of extra regular pay during district in-services.

- This program allows managers and staffs to build better relationships by creating environments of open communication and trust among themselves as well as other departments.
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Conclusion

Culinary Techniques

The culinary techniques have become a tool used for training, references, and a guide for our daily routines